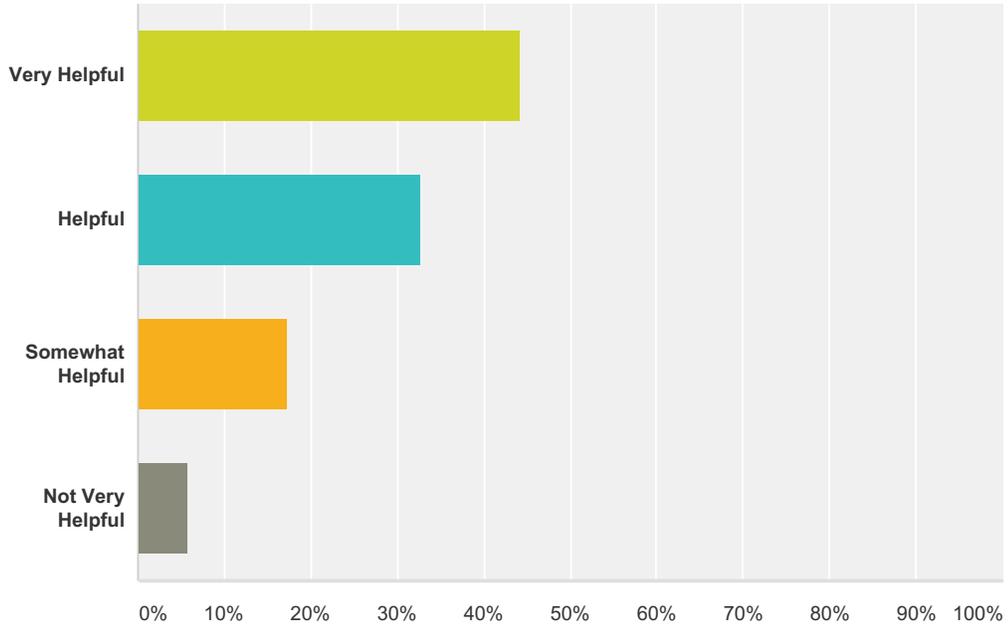


**Q1 Did you find the interim year contact (either via field visit/phone call) conducted this past spring by the certification advisor to be helpful?**

Answered: 52 Skipped: 1



Answer Choices	Responses	
Very Helpful	44.23%	23
Helpful	32.69%	17
Somewhat Helpful	17.31%	9
Not Very Helpful	5.77%	3
<b>Total</b>		<b>52</b>

## Local Assessment FY2015 Interim Year Survey

### Q2 Based on your answer to question 1, please provide comments explaining how the field visit/phone call was or was not beneficial to your office during the interim year.

Answered: 36 Skipped: 17

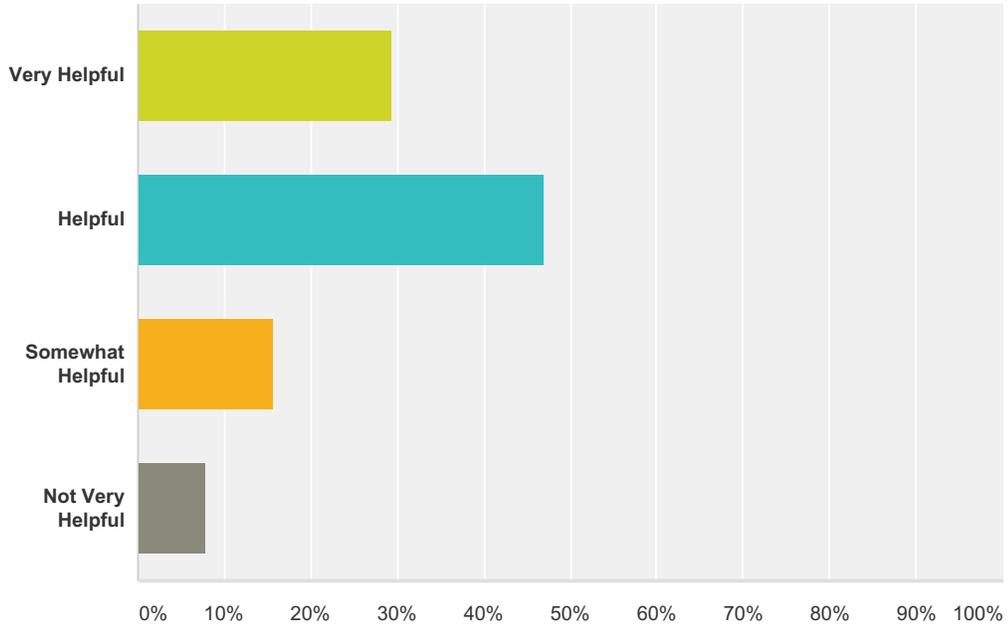
#	Responses	Date
1	Introductions were made. I had no reason to contact him.	1/20/2015 11:15 AM
2	Good to refresh directives and get an idea of where the emphasis lies.	1/20/2015 10:44 AM
3	It reminded me of items I wanted to look at closer before the next Re-Val	1/16/2015 10:26 AM
4	I was in the middle of sending our FY14 actual and did not get to talk to him too long.	1/15/2015 8:43 AM
5	Never received visit/phone call.	1/14/2015 4:29 PM
6	reviewed the recommendations received after the last certification	1/14/2015 3:06 PM
7	The conversation was limited to the directives for the next reval and our current status with those. Unfortunately, the many of the directives are boiler plate and do not apply to our community as they are a part of our practices and are not something where we were lacking in the past.	1/14/2015 3:00 PM
8	It provided the opportunity to review certification directives, and address the appropriate items in an interim year.	1/14/2015 2:46 PM
9	Field visit gave good key dates to focus on which helped keep things on task.	1/14/2015 2:43 PM
10	Always very helpful	1/14/2015 2:37 PM
11	Gave me a clearer idea of what was to be expected during the FY 2016 update.	1/14/2015 2:33 PM
12	I didn't receive an interim year contact by my advisor.	1/14/2015 2:26 PM
13	THE PHONE CALL FROM THE WOMAN IN THE WORCESTER OFFICE WAS VERY POSITIVE AND VERY COOPERATIVE IN GETTING NEW GROWTH AND LA-3 APPROVED.	1/14/2015 2:22 PM
14	This was my first year as a Chief Assessor. The contact was helpful in establishing priorities and allowed for a sense of security that there was help if needed.	1/8/2015 12:19 PM
15	I am a big believer in never being too early. My advisor pointed out a couple of things I would not have been aware of way in advance of my needing to have them done for revaluation.	1/8/2015 8:44 AM
16	It shed light on sub divisions that needed to be entered in the data system and gave me a better eye view of the permit process and how it is handled.	1/7/2015 12:32 PM
17	It was very helpful to have the FY'16 Directives e-mailed and speak with our new advisor back on April 2014.. Steve informed me of new condo policy... It allowed us to prepare early.	1/7/2015 11:05 AM
18	immediately followed up on any and all issues	1/7/2015 9:01 AM
19	Everything has continued from prior year So questions were minimal	1/6/2015 4:13 PM
20	My meeting helped me to better grasp the process, as FY15 was my first year setting values myself. This will prove helpful as I head into my first reval for FY16.	1/6/2015 1:43 PM
21	It established a line of communication with our DOR advisor and also provided an opportunity/context to discuss our assessment needs (eg, GIS issues) with local officials as a result.	1/6/2015 10:04 AM
22	I didn't have much contact with my certification advisor this year. He sent a letter indicating what our issues for FY2016 might be but it wasn't very detailed.	1/5/2015 2:09 PM
23	Helped focus on issues expected for certification year	1/5/2015 12:51 PM

## Local Assessment FY2015 Interim Year Survey

24	It is always beneficial to meet with my advisor as I get updates on what is to be expected of me as an assessor any new processes that are coming down the pike and any areas that will be the focus at the DOR level very informative for me	1/5/2015 11:06 AM
25	It gave me an opportunity to discuss some preliminary plans for th upcoming reval and adrees some items in the certification directives.	1/5/2015 11:04 AM
26	Early contact prompts planning.	1/5/2015 10:20 AM
27	The majority of the directives simply re-state things that are integral to the process each year anyway. Does "Continue sending I&E's" need to be in the directives? Checking neighborhood lines?	1/5/2015 9:55 AM
28	I have a solar property coming on line & Sandra helped me with this.	1/5/2015 9:16 AM
29	Questions were answered in a timely fashion	1/5/2015 9:14 AM
30	It gives you a change to ask questions or discuss any concerns.	1/5/2015 9:12 AM
31	It put faces to all the players and made it more comfortable to touch base during the process	1/5/2015 9:09 AM
32	It did not offer any information that would help us prepare for the upcoming certification year. Nothing specific was discussed.	1/5/2015 9:08 AM
33	Tom Dawley called and came to the office. He gave me an outline of what to focus on and what the DOR wanted for improvements on from the last revalue. I was able to reach out and making sure the cyclical inspections were increased and making sure land schedules and other directives up to certification standards.	1/5/2015 9:02 AM
34	It resulted in a discussion with board members about what needed to be accomplished and somewhat "forced" them to address unresolved issues.	1/5/2015 8:12 AM
35	I honestly don't recall much, but it was a good reminder of what is upcoming	1/5/2015 7:52 AM
36	I thought it was great to review the directives from the last certification. It gave me a chance to discuss them with the certification advisor which includes the status of any work that needed to be completed on them before the upcoming certification. The meeting also gave me a chance to ask question and talk about concerns moving forward for the next certification.	1/5/2015 7:45 AM

**Q3 Was the certification advisor able to address your questions or concerns regarding the FY 2016 certification directives?**

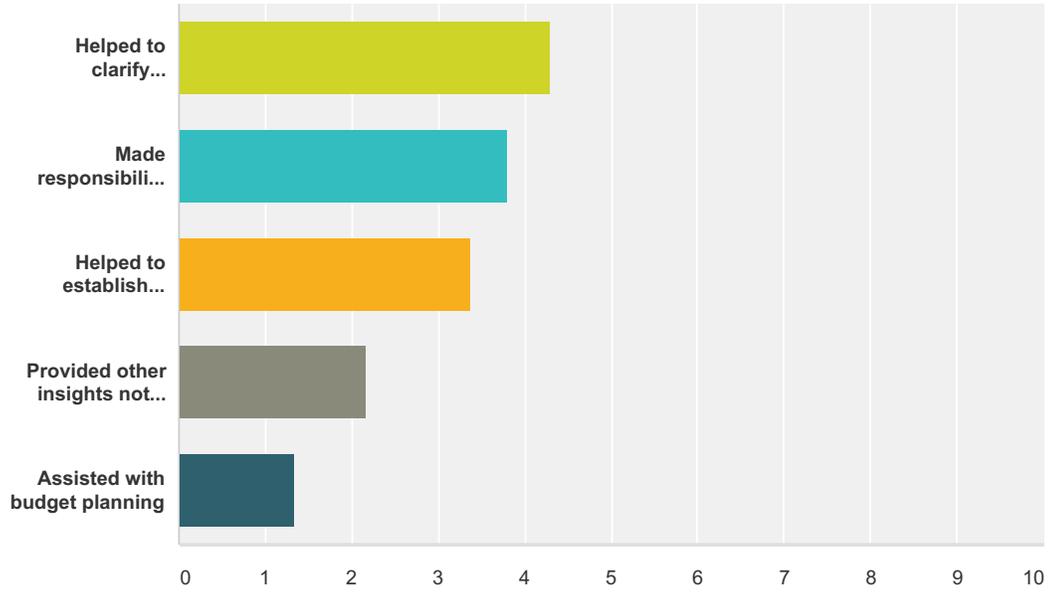
Answered: 51 Skipped: 2



Answer Choices	Responses
Very Helpful	29.41% 15
Helpful	47.06% 24
Somewhat Helpful	15.69% 8
Not Very Helpful	7.84% 4
<b>Total</b>	<b>51</b>

**Q4 Please rank in order of importance (1 being the most important; 5 least) how the interim year contact might have benefited your office:**

Answered: 48 Skipped: 5



	1	2	3	4	5	Total	Score
Helped to clarify specific steps to ensure a successful certification	56.25% 27	27.08% 13	8.33% 4	8.33% 4	0.00% 0	48	4.31
Made responsibilities for upcoming directives more clearly understood	22.92% 11	50.00% 24	16.67% 8	6.25% 3	4.17% 2	48	3.81
Helped to establish and/or solidify rapport with the advisor and bureau	20.83% 10	14.58% 7	47.92% 23	14.58% 7	2.08% 1	48	3.38
Provided other insights not necessarily related to future certification	0.00% 0	6.25% 3	18.75% 9	60.42% 29	14.58% 7	48	2.17
Assisted with budget planning	0.00% 0	2.08% 1	8.33% 4	10.42% 5	79.17% 38	48	1.33

Local Assessment FY2015 Interim Year Survey

**Q5 Please offer any suggestions on how we can make the interim year reach out program more beneficial for your community.**

Answered: 19 Skipped: 34

#	Responses	Date
1	earlier contact the year of the certification to explain any changes that may have been made in the process sense the conversation regarding certification.. Also, have the workshop review last January or early February the year of certification	1/14/2015 3:06 PM
2	A community specific, not general to all communities, directive/suggestion for something that would be better to implement a year or two before the reval instead of the year of the reval. Also a discussion about specific trending or market related "happenings" in similar communities that are in a certification year while our community is in an interim year.	1/14/2015 3:00 PM
3	I thought the turn around for items needed by DOR was great. Communication was also great. Prior clearly established directives is critical.	1/14/2015 2:43 PM
4	NONE, VERY GOOD EXPERIENCE THIS YEAR.	1/14/2015 2:22 PM
5	No suggestions at this time. I was very satisfied as is.	1/8/2015 12:19 PM
6	I think you are doing fine. Thanks.	1/8/2015 8:44 AM
7	Keep the line of communication open, you guys are doing a great job and I appreciate all of the help I receive after sending forms on issues we need to clarify and how to get that information completed and resubmitted.	1/7/2015 12:32 PM
8	This was the best I have experienced. can't think of improving it any more - except maybe giving you more staff!	1/7/2015 9:01 AM
9	Unable to update section 4 Just bounces back to existing #	1/6/2015 4:13 PM
10	I THOUGHT THE CERTIFICATION WENT WELL FOR FY13. NOT LOOKING FOR PROBLEMS FOR FY16.	1/6/2015 3:16 PM
11	There has been a vast improvement in communication between the DLS and the communities over the last 2-3 years. Please continue your positive involvement	1/6/2015 8:44 AM
12	Have less requirements and micro managing	1/5/2015 12:51 PM
13	I have a new advisor this year so I am a little anxious on what to expect and what is going to be expected of me. I know in the past I had a very good rapport with my DOR advisor and I knew that I would get the assistance that I needed to complete a successful certification. I will work with my new advisor to have that same relationship as it is vital if you want to successfully complete your certifications.	1/5/2015 11:06 AM
14	Please understand that each city and town have unique differences. We are not cookie cutter.	1/5/2015 10:20 AM
15	Not sure it really serves any purpose other than touching base but, since it's only a phone call once a year, how much can you expect it to help?	1/5/2015 9:55 AM
16	Reach out program has to be geared toward each community as smaller rural communities do not have the same issues as the larger cities and towns	1/5/2015 9:08 AM
17	through year keeping assessors updated on where we are at in the process. Reviewing and guiding with insightful suggestions along the way.	1/5/2015 9:02 AM
18	expand the program to allow for more visits/more time for certification related issues	1/5/2015 8:12 AM
19	None	1/5/2015 7:45 AM